

# YOUR IMPACT

The Prompt Care Clinic

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Winter 2023



Mental Health - Care & Research  
Santé mentale - Soins et recherche

Centre de Santé Mentale  
**Royal Ottawa**  
Mental Health Centre





## A lifeline to hope and healing



When emergency public health measures swept across the country at the start of COVID-19, The Royal accelerated and expanded several initiatives, including telemedicine and community-based mental health care.

While many doctors, clinics, and local services and programs felt the pressures of a changed world, The Royal demonstrated its ability to respond rapidly to our community's needs.

The Prompt Care Clinic began in early 2020 with C-Prompt, a 13-week temporary prototype pilot clinic fueled by the generosity of our donors. This new model of care immediately filled a gap in Ottawa's mental health care system at a critical time remembered for heightened feelings of isolation, fear and uncertainty.

In just four months, the clinic saw nearly 1,000 referrals. This was clear evidence of community need, driving The Royal to build a longer-term pilot program, now known as the Prompt Care Clinic. Over the past two years, thanks to over 400 donors, the Clinic provided quick and effective access while building resilience, strength, and mental wellness.

We are now evolving this innovative and specialized mental health care clinic to a hybrid model, offering both virtual and in-person services, and looking to secure the Clinic's position in the community well into the future.

On behalf of all of us here at The Royal, thank you for your commitment to addressing this country's mental health crisis. We are so grateful.

## A new front door to care

In the past three years, demand for services at The Royal has tripled. Many, particularly youth, are navigating the mental health care system for the first time.

The Prompt Care Clinic offers help and hope for patients who need a higher level of mental health support than their family physician or nurse practitioner can provide.

This new clinic is the first of its kind in the region, and has proven to be efficient and effective in providing more timely access to mental health services to people aged 18 and up with moderate mental illness who are at risk of worsening mental health or hospitalization.

**3,000+** people have received care from the Prompt Care Clinic since January 2021.

**65%** of appointments were first-ever visits with a mental health care provider, many of whom are youth aged 18 to 24.

**67%** of patients identified as women, leading to a new partnership with The Royal's Women's Mental Health program for peer support and connection to community resources.

**15%** of referrals were redirected to The Royal's central intake for more specialized care, guiding people to a service that best meets their needs.



The Prompt Care Clinic offers timely assistance, where patients can receive their first point of access to mental health care in just a few days. This is a game changer for Ottawa's mental health system, where access to care can sometimes take months or even years.

With thanks to the support of our donor community, the Prompt Care Clinic is:

**Providing rapid access to mental health assessment, consultation, treatment and coordination** with community care services to guide individuals on their recovery journey, leading to better health outcomes.

**Building the capacity of Ottawa's family doctors** through increased access to expertise to effectively diagnose and guide to optimal treatment pathways for their patients.

**Taking pressure off hospitals and emergency services** that continue to face the demands of the pandemic by easing the cost and resource burden.

**Fulfilling a critical need within the continuum of mental health care**, ensuring people can receive care how, when and where they need it.

“ *The Prompt Care Clinic fills a gap in mental health care in Ottawa by actively improving mental health outcomes for a wide variety of the population.*

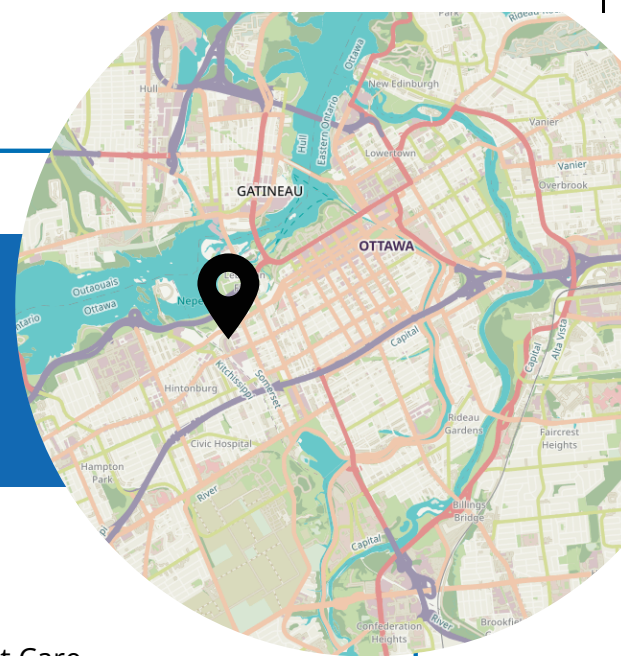
*Opening and maintaining a clinic entirely funded by philanthropy demonstrates deep care and compassion for the well-being of our community. Thanks to you, we are able to achieve rapid access to specialized mental health care at this innovative, hybrid clinic.*

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**Dr. Susan Okigbo**  
**Psychiatrist and Clinical Director**  
**Community Mental Health Program**  
**The Royal**

# Opening the doors for in-person care



With the overwhelmingly positive response to the Prompt Care Clinic from patients, clinicians, and the primary health community, this clinic is evolving into a “hybrid” Prompt Care Clinic, offering both virtual and in-person services.

The newly secured and renovated clinic is located at 250 City Centre in the heart of Ottawa, and is easily accessible by transit or car, a critical deciding factor when securing the space. This clinic is conveniently co-located with The Royal’s Regional Psychosis Clinic, which provides specialized care and support for people living with schizophrenia, creating a community-based hub for both urgent and complex care.

We look forward to opening our physical doors to the Prompt Care Clinic in the coming months, offering a new way to access mental health and substance use health care.

SPRING  
2020

Opened  
C-Prompt for 13  
weeks, thanks to  
emergency donor  
funding

WINTER  
2021

Opened the  
virtual, pilot  
Prompt Care  
Clinic

SUMMER  
2022

Secured a physical  
clinic at 250 City  
Centre, thanks to  
over 400 donors to  
date

SPRING  
2023

Begin to offer  
in-person services  
in addition to  
existing virtual  
services

2023 +

**Evaluate, sustain,  
seek additional  
long-term  
funding**

# Thank you!

Thank you for your incredible generosity, and for sharing our vision of transforming mental health care through partnership, innovation and discovery.

At The Royal, we believe in a future where every person living with mental illness or a substance use disorder can get the care they need, the moment they need it.

As we face a mental health crisis like nothing this country has ever known, we are deepening our commitment to change the course for people navigating the mental health system. We are grateful to you for your kindness and compassion as you join us on this journey.

Hope becomes a possibility when we work together to create a better today and tomorrow. Hope starts with donors like you. Thank you.

“

*I was really struggling with ongoing mental health problems, but my family doctor was out of ideas for treatment. I had tried to get ongoing treatment from a psychologist, but after more than one year on a waitlist, I had yet to receive care.*

*I heard about The Royal's Prompt Care Clinic through a friend, and got a referral from my doctor. I had a virtual appointment with a psychiatrist in just three weeks. The Prompt Care Clinic offered a ray of hope for getting the immediate help I needed.*

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**Jessica, 38, a grateful patient**





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